

For Immediate Release | January 23, 2012

Clinical Oversight to Remain at Summerland Seniors Village

Interior Health will continue to maintain clinical oversight of Summerland Seniors Village indefinitely as recommendations outlined in recent quality reviews are being implemented.

A clinical consultant was brought in December 1st to work with site management overseeing the facility's Residential Care section and a second clinical consultant was brought in December 6th to oversee Assisted Living. The clinical consultants have been supported by other health authority staff who reviewed practices and adherence to expected standards of care in the Assisted Living section.

“Interior Health’s number one priority is the safety and quality of care delivered to seniors in care,” says Karen Bloemink, IH Regional Director, Residential Services. “We have taken complaints about this facility very seriously, which is why we conducted our quality reviews and continue to maintain a presence at this site.”

Interior Health funds 75 of 80 residential care beds and 18 of 36 assisted living suites at Summerland Seniors Village, which is owned and operated by Retirement Concepts.

Three reviews have been conducted and completed— a quality review by Interior Health into residential care on November 2nd and a second review on assisted living December 4th. The third review was conducted by the Ministry of Health, through the Assisted Living Registrar. These reviews represent a snapshot in time of the facility’s operations. Summerland Seniors Village has been working in partnership and cooperatively with Interior Health and there have been improvements at the site.

All of the reviews included interviews with clients, family members and facility owners and staff, as well as review of documentation including incident reports and client charts. In addition, Interior Health’s Licensing program conducted two inspections at Summerland Seniors Village—one on October 31st and another on November 14th. Licensing continues to work with the site to address infractions identified during those inspections, met with the operator as recently as January 14th, and since that meeting, has laid out items that need to be addressed within specific timeframes.

These reviews have identified common areas of concern regarding staffing levels, education and training, and leadership. Summary reports can be accessed online—see Backgrounder below.

As a result, Summerland Seniors Village has been directed to take the following steps in the coming months:

- Increase staffing levels to ensure quality of care for clients
- Bolster its leadership team and nursing oversight to provide stronger support for frontline staff
- Create clearer processes for communicating with staff, residents, and their families and/or caregivers, particularly relating to changes in client care needs
- Develop enhanced procedures for falls prevention, wound care, and the use of least restraint
- Provide ongoing education and training of staff

Interior Health, through its Residential Services and Home and Community Care departments and Licensing branch, will continue to monitor Retirement Concepts and its adherence to recommendations. In addition, the Ministry of Health’s Assisted Living Registrar will also monitor progress. New admissions

to the facility were suspended in December and continue to remain suspended while changes are being made.

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Seniors Housing and Care Options

Independent Living

For individuals who are able to live independently but may want some assistance in accessing support services like housekeeping, meals, social and recreational activities. These services are arranged with the facility/landlord. Independent living clients would not receive any healthcare related services from the landlord/owner. If there are any healthcare needs, they are provided by the Health Authority through community health services similar to what is available to all qualified individuals living in their own home.

Assisted Living

For individuals who can live independently and make decisions on their own behalf but require a supportive environment due to physical and functional health challenges. Assisted living services include: a private housing unit with a lockable door, personal care services (assistance with bathing, grooming, dressing, and mobility), meals, housekeeping, laundry, and 24-hour emergency response. There are private pay and publicly subsidized options. The Office of the Assisted Living Registrar (Ministry of Health) licenses, monitors and responds to complaints related to assisted living.

Residential Care

For individuals who have complex care needs and can no longer be cared for in their own homes or an assisted living residence. Residential care provides 24-hour professional nursing supervision and care in a protective, supportive environment. To be eligible for residential care, an individual must be assessed as requiring nursing and care needs that cannot be adequately met in their home or by housing and health services. There are both private pay and publicly subsidized options. Residential Care facilities are licensed and monitored by health authorities

The Interior Health Authority and the Assisted Living Registrar have undertaken a number of quality reviews in respect to the Summerland Seniors Facility, as follows:

IH Residential Services Quality Review – this review examined organizational practices and whether those align with provincial legislative requirements and required standards of care. Additional information is available at <http://www.interiorhealth.ca/AboutUs/Accountability/Pages/ExternalReviewsReports.aspx>

IH Community Care Quality Review into Assisted Living – this review examined whether adequate processes were in place for the safety and wellbeing of the 18 tenants in publicly funded suites and that the contractual obligations with this operator were being met. Additional information is available at <http://www.interiorhealth.ca/AboutUs/Accountability/Pages/ExternalReviewsReports.aspx>

Ministry of Health (Assisted Living Registrar) Review – this review examined compliance with the Community Care and Assisted Living Act (CCALA) in meeting provincial health and safety standards for residents receiving assisted living services. The report is available at

<http://www.health.gov.bc.ca/library/publications/year/2013/summerland-seniors-village-report.pdf>

Additional information about the Assisted Living Registrar can be found at www.health.gov.bc.ca/assisted/

BACKGROUND